



**National Electric Power Regulatory Authority**  
ISLAMIC REPUBLIC OF PAKISTAN  
NEPRA TOWER  
Attaturk Avenue (East) Sector G-5/1, Islamabad.

**Consumer Affairs  
Department**

TCD.09/ <sup>21,80</sup> -2024  
June 4, 2024

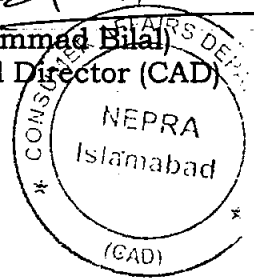
Chief Executive Officer  
K-Electric Limited, KE House No. 39-B,  
Sunset Boulevard Phase-II, Defense Housing Authority Karachi.

Subject: **DECISION IN THE MATTER OF COMPLAINT FILED BY MR. TARIQ AHMED  
UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION  
AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC  
LIMITED (KEL) REGARDING DETECTION BILL (CONSUMER No. AL-17474)  
Complaint No. KElectric-KHI-27904-08-23**

Please find enclosed herewith the decision of the NEPRA Complaints Resolution Committee dated May 31, 2024 regarding the subject matter for necessary action and compliance within twenty (20) days.

Encl: As above

(Muhammad Bilal)  
Additional Director (CAD)



**Copy to:**

1. Mr. M. Imran Hussain Qureshi  
Chief Regulatory Affairs Officer & Govt. Relations Officer,  
K-Electric Limited Office, 56 A, Street No. 88, G-6/3, Islamabad.
2. Mr. Tariq Ahmed,  
A-48, Block-17, F. B. Area, Karachi.  
Cell: 0335-3419939



**BEFORE THE  
NATIONAL ELECTRIC POWER REGULATORY AUTHORITY  
(NEPRA)**

**Complaint No. KElectric-KHI-27904-08-23**

**Mr. Tariq Ahmed,**  
A-48, Block-17, F. B. Area, Karachi.  
Cell: 0335-3419939

..... Complainant

**VERSUS**

**K-Electric Private Limited (KEL)**  
Abdullah Pur, Canal Bank Road, Faisalabad.

..... Respondent

**Date of Hearing:** May 23, 2024

**On behalf of  
Complainant:** Tariq Ahmed, Complainant

**Respondent:** Mr. Abdul Ghani, General Manager (KE)

**SUBJECT: DECISION IN THE MATTER OF REVIEW PETITION FILED BY MR. TARIQ AHMED AGAINST THE DECISION OF CONSUMER COMPLAINTS TRIBUNAL DATED NOVEMBER 13, 2023 IN THE MATTER OF COMPLAINT FILED UNDER SECTION 39 OF THE REGULATION OF GENERATION, TRANSMISSION AND DISTRIBUTION OF ELECTRIC POWER ACT, 1997 AGAINST K-ELECTRIC LIMITED (KEL) REGARDING DETECTION BILL (CONSUMER No. AL-17474)**

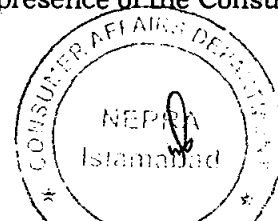
**DECISION**

This decision shall dispose of the review petition filed by Mr. Tariq Ahmed, (hereinafter referred to as "the Complainant" or "the Petitioner") against the decision of Consumer Complaints Tribunal dated November 13, 2023 in the matter of complaint filed against K-Electric Ltd (hereinafter referred to as the "Respondent" or "KE"), under Section 39 of the Regulation of Generation, Transmission and Distribution of Electric Power Act, 1997 (hereinafter referred to as the "NEPRA Act").

2. Brief facts of the case are that NEPRA Regional Office Karachi vide its decision dated November 13, 2023 closed further proceedings in the matter of charging of meter cost to the Complainant on the report submitted by metering department of KE whereby KE alleged presence of shunt in the energy meter of the Complainant. The Complainant filed review petition against the said decision on March 13, 2024 whereby the Complainant submitted that KE was approached for checking of meter which was running fast. The Complainant also contended that the report of KE itself mentions that the main cover and seal of the meter is intact, therefore, charging of meter cost is unjustified. The Complainant in the review petition also raised issue of charging of detection bill amounting to Rs. 183,587/- In order to proceed further, a hearing was held on May 23, 2024 which was attended by both the parties wherein the issue was discussed in detail.

3. The case has been examined in detail in light of record made so available by the parties, arguments advanced in the hearing and applicable law. The following has been observed.

- i) The Complainant approached KE on July 13, 2023 for checking of electricity meter bearing No. SET-83392 installed against Consumer No. AL-174174, having residential connection. In this regard, Clause 4.3.4 of the Consumer Service Manual (CSM) provides that where a consumer is not satisfied with the accuracy of the metering installation, he may inform DISCO for checking of the same. The DISCO will check the accuracy of the metering installation in presence of the Consumer and will



install a calibrated check metering installation in series with the impugned metering installation. In this case, instead of checking accuracy of the meter, KE illegally replaced the meter on July 20, 2023 and sent the meter to its meter department for checking. The meter department vide its testing report dated July 27, 2023 reported "terminal strip found damage, shunt found in terminal block phase to phase and neutral to neutral. Main cover Seal Caps intact." On the basis of meter department report, KE charged an amount of Rs. 5067/- to the Complainant on account of meter cost.

- ii) Clause 4.2.1 of the CSM provides that the consumer is responsible for safe custody of meter, if installed at his premises. In the instant case, the meter was removed from site on July 20, 2023 and report was generated on July 27, 2023. Moreover, the consumer was present at site on July 20, 2023 when meter was being replaced and neither any discrepancy of presence of shunt was pointed out to the Complainant at site nor the shunt was shown to the Complainant. The meter department report itself mentions main cover seal cap intact which is usually visible.
- iii) Clause 14.3.2 of the Consumer Service Manual (CSM) provides that "The consumer will be held responsible for damage to DISCO's meter installation and other property or facilities resulting from the use or operation of appliances and facilities on consumer's premises (Emphasis added), including but not limited to damage caused by electricity, steam, hot water or chemicals." Moreover, Clause 14.4 of the CSM envisages that "The consumer shall be solely responsible for and shall pay for any loss of, or damage to, any electric supply lines, meters and / or other apparatus in use of the consumer for supply of energy purpose, whether caused maliciously or through negligence or dealt on the part of the consumer or any of his/her employees, except reasonable wear and tear and loss or damages arising out of defects in the aforesaid electric supply lines, main fuses, meters and/or other apparatus belonging to DISCO on the consumer's premises." (emphasis added)
- iv) Clause 4.4 of the CSM envisages that the consumer is responsible for payment of cost of meter if damaged/burnt due to consumer fault. The electricity meter was installed outside the premises of the Complainant which was checked in the absence of the consumer after its removal from site, therefore, the Complainant is not responsible for any discrepancy in the meter.
- v) In consideration of the above referred provisions of CSM, it can be assessed that the discrepancy pointed out by KE is not attributable to the Complainant, hence, the Complainant is not liable for payment of cost of the impugned meter.
- vi) The Complainant in his review petition has also raised the issue of charging of detection bill amounting to Rs. 183,587/- which was not part of his original complaint, therefore, the Complainant is advised to file a new complaint in accordance with provisions of NEPRA (Complaint Handling and Dispute Resolution Procedure) Rules, 2015.

4. Foregoing in view, the review petition filed by the Complainant is accepted and KE is directed to withdraw the meter cost charged against the Complainant amounting to Rs. 5067/- and adjust the same in the future billing. Compliance report be submitted within twenty (20) days.

  
(Lashkar Khan Qambrani)

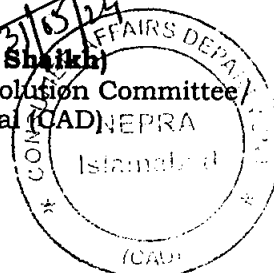
Member, Complaints Resolution Committee/  
Director (CAD)

  
(Moqeem-ul-Hassan)

Member, Complaints Resolution Committee /  
Assistant Legal Advisor (CAD)

  
(Naweed Hahli Shukh)

Convener, Complaints Resolution Committee/  
Director General (CAD)



Islamabad, May 31, 2024.